

NEBRASKA.GOV



***Your Partner for
Digital Government
Services***

Nebraska.gov
is the State of Nebraska's partner
for online services.

We assist Nebraska government entities
by providing online services
on their behalf.

**Nebraska.gov was selected as the state's network
manager for electronic government services
through the state's competitive bid (RFP) process
under contract #40626 - 04. The award of this contract
allows any Nebraska state agency, board, or commission
to partner with Nebraska.gov to provide a multitude
of digital government services.**



Who we are.

Nebraska.gov is the digital government partner for the State of Nebraska. Established in 1995, Nebraska.gov is a wholly owned subsidiary of NIC Inc. of Olathe, Kansas.

What we do.

Since 1995, Nebraska.gov has designed, managed, and marketed digital government services for the State of Nebraska. Our digital government solutions use technology to increase efficiency and reduce costs for state agencies and their constituents.

How we do it.

Nebraska.gov's solutions are self-funding. In most cases, Nebraska.gov absorbs the costs to build the technical infrastructure and develop digital government services.



NIC is the nation's leading provider of official government Web sites, online services, and secure payment processing solutions. The company's innovative eGovernment services help reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. NIC provides online and mobile eGovernment solutions for more than 3,000 federal, state, and local agencies that serve 98 million people in the United States. Additional information is available at <http://www.nicusa.com>.

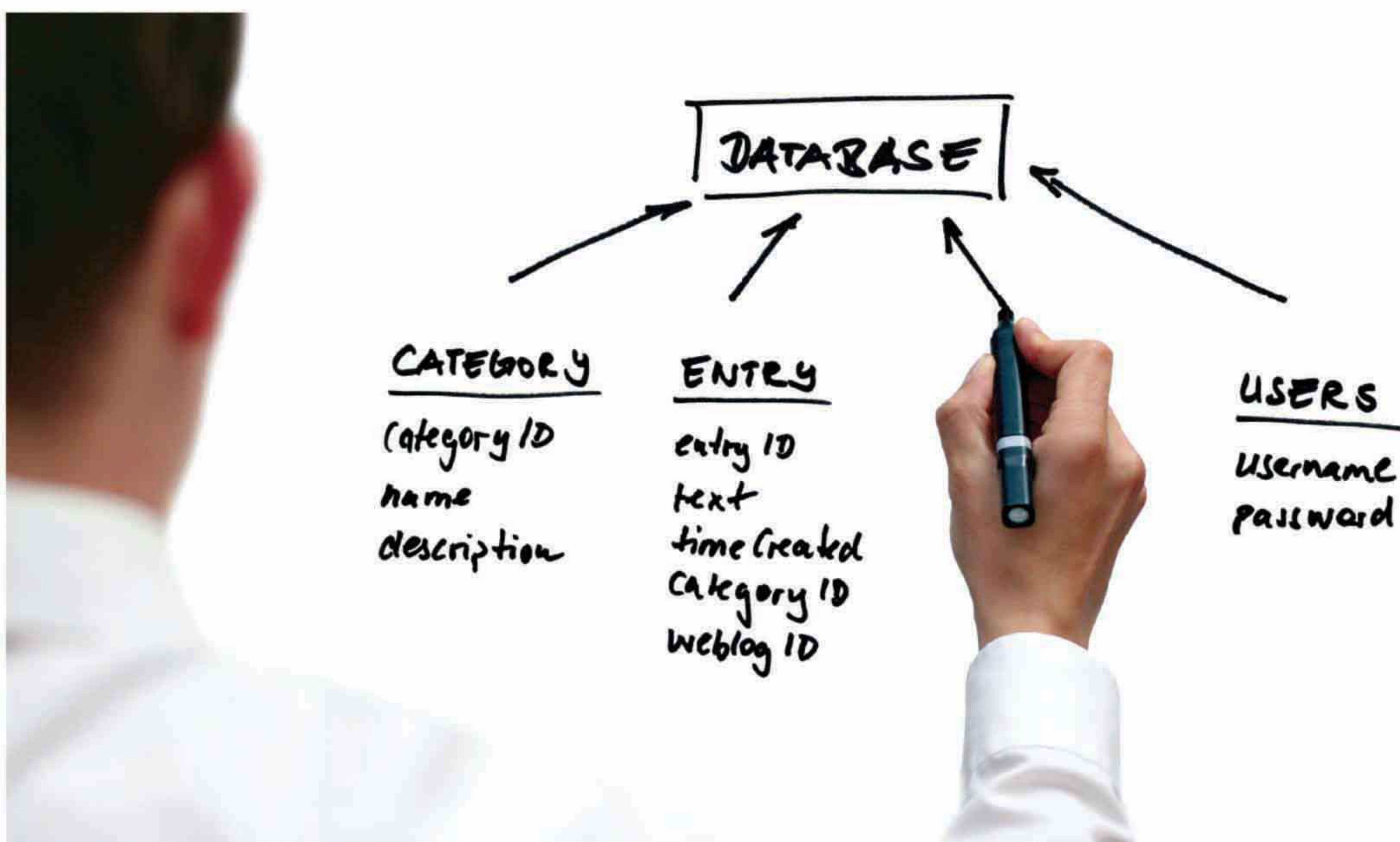


Application Development

Our Technical Approach

Nebraska.gov develops web-enabled applications to streamline processes for both state employees and the citizens and businesses of Nebraska by utilizing state-of-the-art IT resources that incorporate the most current encryption technology to ensure privacy and security.

Nebraska.gov develops each agency application as a custom solution from start to finish. We will never pull software from the shelf. Your application is built for **you** to fit **your** needs.



Self-funding Business Model

Nebraska.gov is built on a self-funding business model. Three types of funding methods are available: Portal fees, subscription fees and transaction fees.

The portal fee method is the most popular and is paid by the end user, when they pay for the requested service using a credit card or electronic check (ACH).

Subscription fees allow users to have access to specialized or bulk data without having to make a single payment each time.

Transaction fees are paid by the agency. This method is typically utilized to automate the service offerings when the incentive is greater for the agency than for the end user. Some agencies also use this method in an effort to mandate online processing.

Nebraska.gov is set up to accept Visa, Mastercard, Discover, and ACH payments.

Application Development

How Does It Come Together?

An introductory concept meeting is held to discuss the agency's request and establish a point-of-contact (POC).

The agency partners with Nebraska.gov by signing an agency agreement or contract addendum.

The planning phase involves specifications meetings between agency POC/key players, a Nebraska.gov project manager, and an application developer are held.

Nebraska.gov completes the functional specification document and prototype.

The agency reviews, approves and signs off on the functional specifications and prototype.

Nebraska.gov confirms a development time line and begins development of the application.

After development, Nebraska.gov completes thorough testing to detect any issues with functionality, usability, layout and design.

The agency tests the application with a concentration on rules and accuracy.

Changes are made from testing results. Both Nebraska.gov and the agency retest until all functional requirements and business rules are satisfied.

The agency approves the application to go into production and the application is "live."

Nebraska.gov provides ongoing application support and access to financial reports for the agency, as well as dedicated customer service for technical-related questions from constituents.

What Should the Agency Do to Prepare?

Decide the goals of putting the application online (save administrative time, provide a way to accept CC/ACH Payment, eliminate paper processing).

Fill out a Nebraska.gov Concept Questionnaire and provide a copy of the current paper application (if available).

Have the database administrator prepare to provide Nebraska.gov with an electronic copy of the data or access to the database.

For more information, please visit our partner portal at www.nebraska.gov/partner

Marketing

Driving Adoption through Awareness


Nebraska.gov is dedicated to raising awareness of available services after the application has been released. Our team of marketing and design professionals develop quality, eye-catching collateral materials to help promote our partners' services.

Nebraska.gov will work with your agency to customize the look and feel of your applications and collateral materials to help you obtain the highest adoption rate possible. Some of the previous methods used include print advertising, sponsorships and events, tradeshow and conferences, mailings and press releases.

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Let us know if we can promote your application on facebook, on rss feeds, and on twitter.



Marketing

Don't Forget!
Corporation Tax Reports
Due to NE Secretary of State by March 1st
<http://ne.gov/go/business>
NEBRASKA.GOV

Easy, convenient online court payments

Criminal, Traffic, Small Claims,
and Civil Judgments

<http://ne.gov/go/paycourts>



Easy, convenient online payments

Criminal, Traffic, Juvenile,
Small Claims, and Civil Judgments

<http://ne.gov/go/paycourts>



The LiveWell SURVEY

A quality health risk assessment
at an affordable price.

Includes

- Personal Report
- Benchmark Report
- Aggregate Report



Confidentiality

This survey is administered by a third-party provider and is in compliance with Health Insurance Portability and Accountability Act guidelines.

Pricing

Free to WorkWell members

Do you know what's on your record?
<https://www.nebraska.gov/justicecc/>



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The Official Website of Nebraska

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Resources

Court Records
Search

Electrical
Licensing

Governor's
Wellness Award

Tackle Your
Dream Job

Corporation
Search

Online Services

Types of Online Services

Electronic Record Request

Allows users to make a request to agencies for certain official records.

Examples: Birth Certificate and Certificate of Good Standing

Goal: To automate the request for official copies of agency records.

Solution: To accept online payments and expedite the research process by providing the electronic request.

License Verification

Allows users to request the status of individuals holding a license with the State of Nebraska.

Examples: Department of Health and Human Services Information System and Board of Engineers & Architects License Look-up

Goal: To provide a means for individuals and businesses to verify licensee status in Nebraska.

Solution: Provide up-to-date status information on licenses in an easily accessible format.

Merchant Services and Electronic Payments

Allows users to pay for services online using credit card or e-check (ACH).

Example: Nebraska Liquor Control Commission Online Excise Tax Payment System for Nebraska Liquor Wholesalers

Goal: To provide a way for businesses to pay their state of Nebraska excise taxes online.

Solution: Provide a payment portal which accepts payment and transfers data to the agency.



Online Filings and License Renewals

Allows businesses and citizens to submit official reports or filings electronically.

Example: Corporation Tax Reports, Court E-filing, Nebraska Board of Public Accountancy and Nebraska Real Estate Commission

Goal: To guide users through the process of submitting appropriate form information to the State of Nebraska.

Solution: Develop a smart system to guide users based on specifically entered selections to ensure data integrity and ease of use.

Customer Support

Dedicated. Dependable.

Nebraska.gov provides award-winning customer support for all of the applications we develop. The support offered to our customers doesn't stop when the application is complete. We offer 24/7 customer support for both state agencies and end users. Some highlights of our commitment to customer service excellence include:

- Data is transmitted through secure AT&T data centers located in Virginia and Texas.
- Cybertrust Security certified.
- Real-time online help via chat with a visitor assistance operator 24 hours a day, seven days a week.
- Offline e-mail support.
- An on-call application support team available 24 hours a day, 365 days a year to monitor and maintain technologies.

***{ We
Value
Our
Partners }***

Proven Results

Nebraska.gov nominates applications for awards
on the State's behalf.



BEST OF THE
WEB

DIGITAL
STATES
SURVEY

Excellence
in
Customer
Service

Awarded by the
Better Business Bureau

Recent Honors and Awards

Best of the Web

Nebraska.gov consistently places as a top ten finalist in the state portal category.

Digital Government Achievement Awards

The 25 most digitally-advanced state governments in the nation have been identified by the Center for Digital Government. The Digital States Survey, conducted by the Center, is a comprehensive study that examines best practices, policies and progress made by state governments in their use of digital technologies to better serve their citizens and streamline operations.

Better Business Bureau Accredited Business

Nebraska.gov has earned a place on the BBB Honor Roll for Excellence in Customer Service.

Proven Results

Continued Partnerships After Delivery

“Nebraska.gov has been instrumental in enhancing my office’s online presence. As a result, my office has made great strides in increasing our online services and making it easier to conduct business in Nebraska.”

John Gale
Secretary of State

“Nebraska Interactive has been a great partner with the State as we continue to expand our ability for citizens to interact with State Government on their terms and at their convenience. Through this partnership we have increased accessibility of our State’s online presence and continue to focus on user activity.”

Brenda L. Decker
Chief Information Officer
State of Nebraska

“We have been delighted to work with Nebraska.gov on our enhanced E-payment and E-filing projects. We were able to add all of the trial courts on JUSTICE to both applications ahead of schedule. The Nebraska.gov staff has worked very hard to help us with promoting the applications and usage is increasing every month with these new applications.”

William M. Miller
Deputy State Court Administrator
for Information Technology
State Court Administrator’s Office

“Nebraska Interactive’s business model made it possible for the Department of Motor Vehicles to expand its web presence and accomplish its e-government goals without capital expenditure. That factor has made Nebraska Interactive an even more valuable business partner given our recent budgetary challenges.”

Beverly Neth
Director
Department of Motor Vehicles

“Working with Nebraska.gov has been an enjoyable experience. As we implemented online services across the State of Nebraska, their experience was invaluable. The entire team has been helpful and they provided great customer service. I would highly recommend this team.”

John W. Ewing, Jr.
Douglas County Treasurer